

## Dynamic Purchasing System re-registration

### Provider Clarification questions and answers 20<sup>th</sup> August 2020

Questions	Answers
<p>1. Why is there a list of core support within the documents for reregistration?</p>	<p>We recognise this is a new way of commissioning and provides opportunity in to specify the core aspects of care in the documents as we are working towards an outcome-based model of care within all our services.</p>
<p>2. If you are changing the terms of the contract why has there not been an open consultation?</p>	<p>There are new terms and conditions and specifications as this is a new DPS and suppliers are required to acknowledge and agree to these as part of their new enrolment.</p> <p>The terms and conditions of the Supplier Agreement (contract) has been updated to include requirement to pay no less than the London Living Wage to care workers and staff delivering the Services under this contract, in line with the Council's policy decision. .</p> <p>All existing care packages will be transferred to the new DPS under the old terms and conditions should the provider decide not to re-enrol.</p>
<p>3. Is this a tendering process?</p>	<p>No, this is an accreditation and enrolling process within an open framework arrangement. Once a provider is approved, they have an opportunity to bid for services set out in the requirement on the DPS.</p>
<p>4. Have you discussed the inclusion of such support as the following with all providers: )</p> <ul style="list-style-type: none"> <li>a) Developing independent living skills (ADL)</li> <li>b) Shopping and meal preparation</li> <li>c) Personal care</li> <li>d) Medication management</li> <li>e) Monitoring mental and physical well-being</li> <li>f) Maintaining Life Skills</li> <li>g) Safety and risk management</li> <li>h) Accessing community services and advocacy</li> <li>i) Liaison with professional services and relatives</li> </ul>	<p>We have updated the specification to clarify the elements that are expected to be in the core support, the principals of which were already in the previous specification.</p> <p>This is in line with outcomes-based commissioning which is being applied across all Adult Social Care services.</p>

Questions	Answers
<p>j) Maintaining tenancy and dealing with disputes with neighbours and peers</p> <p>k) Income maximisation including support with employment</p> <p>l) Social inclusion and or reintegration</p>	
<p>5. Where can we provide a cost to cover the above as you should not be expecting such a high level of 1-1 support to be covered by our current core fee.</p>	<p>The core support will refer to basic minimum which is defined in the term 'prompting and supporting'. If the intensity and frequency of need for each element is such that it requires additional support, then 1:1 support will be considered as part of support planning and decision making. When submitting offers providers are required to submit core costs (as detailed in the specification) and any additional 1:1 costs.</p>
<p>6. Are you expecting all support for all clients to be covered by one standard cost</p>	<p>No, all individual clients would benefit from tailored support plan which would include elements of the core support and additional 1:1 support, as appropriate.</p>
<p>7. You want LLW paid but there is no mention of extra being paid by yourselves to cover this increased cost, or any potential uplifts when the LLW increases each year?</p>	<p>All offers the Service Providers are expected to price the Service(s) in accordance with the needs of service users ensuring that all core costs are incorporated into your final costing in the new DPS and including the LLW. The funding decision will reflect these costs. We will have an annual review of these costs from April each year.</p>
<p>8. Do you expect providers to meet this cost?</p>	<p>See response clarification question 7 above.</p>
<p>9. How are provider meant to provide a sustainable business if they have to meet the cost of the above with no increase in income?</p>	<p>See response clarification question 7 above.</p>
<p>10. If all support is provided under a set fee you will lose out as an authority as clients become more independent and the level of support reduces. You will continue to pay the same fee.</p>	<p>Nothing will change in relation to regular review of support plans and working with the providers to achieve goals and outcomes as set out in the individual's support plan. If a client requires to step down into a more independent provision, this will be considered as part of the review of care and commissioned accordingly.</p>
<p>11. What happens if a client needs an increase in their level of support? Is that a further cost to be met by the provider?</p>	<p>Nothing will change in relation to regular review of support plans and working with the providers to achieve goals and outcomes as set out in the individual's support plan. If a client requires this will be considered as part of the review of care and commissioned accordingly.</p>
<p>12. Will Providers, as part of this DPS, be required to support young people under 18 years of age as part of the contract or will providers be able to</p>	<p>This service is for adults only. We have a semi-independent and PBS services that caters for young adults under the age of 18. Any provider interested in providing such services should contact our procurement team on <a href="mailto:dps-enquiries@haringey.gov.uk">dps-enquiries@haringey.gov.uk</a></p>

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choose provision for adults only?	These are separate service categories within the DPS, and suppliers have the ability to choose at the time of their enrolment.
13. section 1.16 of the specification rightly sets the expectation that providers promote the use of assistive technology. Can the council please clarify what the expectation is on who funds the AT items (i.e. laptops, monitors, smart home appliances, etc) ? Are providers expected to fund AT items for people supported?	<p>The items for use of individual clients will have to either be commissioned by Local Authority, NHS, or the client themselves.</p> <p>However, providers are encouraged to have a digitisation of care delivery and be innovative in this area as set out in the specification.</p>
14. Are you able to provide data on typical referral volumes on this DPS? e.g. average number of weekly referrals? Or total number of referrals over the last 12 months?	215 requirements issued in the last 12 months.
15. Do referrals still have price bands? Are you able to give examples of what those price bands typically are?	<p>No, Service Providers are expected to price the Service(s) in accordance with the needs of service users ensuring that all core costs are incorporated into your final costing.</p> <p>Core support will refer to basic minimum which is defined in the term prompting and supporting. If the intensity and frequency of need for each element is such that it requires additional support, then 1:1 support will be considered as part of support planning and decision making.</p>
16. The tender documents suggest a vast number of other London borough councils and other surrounding county councils can use this DPS for individual procurements. Can you give us an idea of how frequently this has occurred? e.g. % of annual referrals on this DPS that are from non-Haringey councils?	The OJEU notice permits other contracting authorities to access the Haringey DPS but at present this has not been done.